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**QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME Alternative Phone, Inc.

QUARTER / YEAR 1ST / 2011

MONTH:	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
Number of Customer Access Lines	<u>43</u>	<u>46</u>	<u>52</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0/.0%</u>	<u>1/.02%</u>	<u>2/.03%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>32</u>	<u>35</u>	<u>39</u>

Comments / Explanations: \_\_\_\_\_  
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